

June 10, 2016

Mr. Sean Rogan  
Executive Director  
Community Development Commission/Housing Authority  
700 West Main  
Alhambra, California 91801

Dear Mr. Rogan:

The Quality and Productivity Commission enjoyed meeting with you and your staff for an informative overview of programs and initiatives during the Department Visit on June 9, 2016. The Commission commends you for developing collaborative partnerships and innovative solutions to current challenges.

The homeless crisis continues to have a significant impact on the County. You have proactively addressed this with the Homeless Initiative Program. The Commission is impressed with the multi-faceted approach to overcoming traditional barriers and streamlining the process, including incentives, such as:

- Offering landlords a “holding fee” to keep a unit available while applicants are referred
- Move-in assistance such as security deposits and furniture
- Financial assistance to landlords to make minor repairs to comply with Housing Quality Standards, and
- Providing financial assistance to mitigate damages

We appreciate your leadership in recognizing the need to change the intake process to effectively meet the needs of homeless Veterans by partnering with the Veterans Administration to develop the “On the Spot” vouchers. This new system eliminates administrative barriers and enables a Veteran to attend the event and leave with a voucher on the same day.

The Department eliminated more barriers by collaborating with local housing authorities to enter into interagency agreements that allow cross-jurisdictional acceptance of vouchers. This helps remove geographic barriers to housing.

The commission commends your advocacy efforts at the Congressional level to ensure the programs addressing homelessness continue to receive the highest funding levels possible.



**County of Los Angeles  
Quality and Productivity  
Commission**

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and caring service”***

The Commission shares your concern with addressing the regulatory constraints which impede flexibility. As the County population changes and challenges become more complex, remaining flexible is a key factor in fulfilling the Department's mission effectively and efficiently.

The Commissioners were impressed with your quality and productivity initiatives:

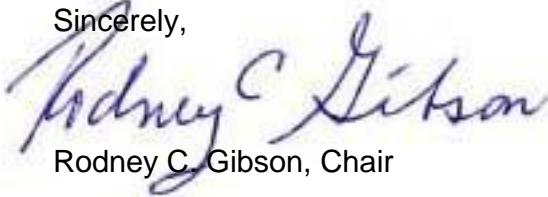
- Proactively marketing the Voucher program to landlords to expand the number of available units in a tight housing market
- Collaborating with other County departments such as Mental Health and Health Services on affordable Special Needs housing projects
- Partnering with Public Health to participate in a Health Impact Assessment

The Commission looks forward to working with your Department on:

- Identifying funding to develop a single, integrated software system that allows central procurement to carry out all procurement functions electronically
- Submitting projects for the Productivity and Quality Awards program

Thank you for an engaging Department Visit. We will continue to work closely with you and your Productivity Manager, Elisa Vasquez. For further assistance, please contact Victoria Pipkin-Lane, Executive Director, at (213) 974-1361 or [vpipkin@bos.lacounty.gov](mailto:vpipkin@bos.lacounty.gov).

Sincerely,



Rodney C. Gibson, Chair

RCG:VPL:MS

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